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LVHNnews

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Center for Veteran and
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Hazleton, Pocono and Schuylkill Colleagues: Register for LEAP Epic Training

BY [TINA VO](#) · JUNE 18, 2019

Registration for training is now available through our learning management system called, The Learning Curve (TLC). You can access TLC from your Single Sign On (SSO) application. Super user training will be held July 15-31. End user training as well as Revenue Cycle Education (RCE) training will be held Aug. 5-Sept. 13.

RCE training is required for all colleagues who register patients and work with insurance. Colleagues must complete an entry level course (for example, Front Desk 100) prior to attending RCE education classes. See the Epic Training Wheels Course Catalogue for other acceptable prerequisites.



Please work with your direct manager to ensure you understand the training track(s) that you should complete as well as who is responsible for registering you for training. Due to shift schedules and ensuring staff coverage, it is recommended that your direct manager register you for training. Providers or non-LVHN employees who do not have access to TLC or need assistance to register for class may call 484-884-0247 or email LEAP_Training@lvhn.org for assistance.

The Department of Education will be available to assist you with training registration at the below locations on June 20 and June 21 from 9 a.m. to 4:30 p.m.:

- LVH–Hazleton, ETC Building, 3rd Floor Education Center
- LVH–Pocono, Brodhead Room
- LVH–Schuylkill S. Jackson Street, conference rooms A and B (lobby level)

Many training opportunities have been scheduled at each site to lessen the burden of travel. For those courses only offered at LVHN–Mack Blvd. in Allentown, transportation will be provided daily. All hourly staff will be paid for their time in training.

To support the registration process, we have developed the following reference materials. Please view these prior to registering.

- LEAP Epic Training Registration and Cancellation Guides (manager and learner workflows)
- LEAP Epic Training Wheels Course Catalogue
- LEAP Epic Required Visual Training Guides
- LEAP Epic Training Room Directions
- LEAP Epic Training Schedules

These resources are posted on the [LEAP training webpage on the LVHN intranet](#). Documents will be updated as time goes on, so please check back regularly. Additional items on this webpage include FAQs, Epic Playground logins, and reporting.

For an overview of how to register, please select the appropriate link below to view a video. Please note: These videos must be viewed from an LVHN computer only. Links will not work on a mobile device.

- [Manager Registration \(registering staff for training\)](#)
- [Learner Registration \(registering myself for training\)](#)

Thank you again for taking this “LEAP” with us – your dedication and flexibility is greatly appreciated.

Getting New LVHN Badges for LEAP in Hazleton and Schuylkill

BY [TINA VO](#) · JUNE 19, 2019

Another cool thing about using Epic is something called “Tap and Go.” Tap and Go is the process that allows you to “tap” the workstation with your LVHN badge and “go” – in this case, launch the Epic application. This feature only works at Epic workstations locations in most patient rooms and selected patient care areas (e.g. radiology). Tap and Go will open the Epic application in seconds, enabling quick access to the patient’s chart and the tools you will need to document.

To use Tap and Go, colleagues will need to enroll in the feature. This will take place during your in-class training. But first, colleagues at LVH-Schuylkill and LVH-Hazleton will need a new LVHN badge (LVH-Pocono colleagues do not need another badge because their current badge is compatible with Tap and Go). This secondary badge will allow those with Epic access to also utilize Tap and Go. It will also provide colleagues with access to other LVHN facilities and processes.



How do I get this secondary badge?

Over the upcoming weeks, LVHN colleagues and volunteers will be circulating the floors during all shifts to gather information for your LVHN badge as well as take your photo. There will also be drop-in sessions if colleagues had a conflict.

- [LVH-Schuylkill schedule](#)
- LVH-Hazleton (schedules are still pending and will be announced soon)

If you have any questions, please email LEAP@lvhn.org.

Proud to be a Partner

BY [KIM JORDAN, DNP, RN](#) · JUNE 18, 2019

On Sunday, June 2, I had the pleasure of traveling to the Pocono 400, a Monster Energy NASCAR Cup Series stock car race held annually at Pocono Raceway. LVHN has partnered with Pocono Raceway as its official health care provider for 14 years, providing medical coverage for races and other events.

The team representing LVHN at the race was amazing. With so many folks at the raceway, I don't have the space here to name them all individually. Colleagues from our emergency department, trauma-neuro ICU, and emergency preparedness teams joined many other departments to provide support for this event.



Partners in the community

Leading the effort was Luis Puentes, BSN, Administrator, Emergency Preparedness, who is recognized by many as the “face” of our LVHN team. I toured the NASCAR event with Lou, beaming with pride for what I witnessed. I experienced our new brand in action, watching LVHN colleagues bring partnerships to life.

As I encountered individuals from the Pocono Raceway team, I received unprompted but consistently positive feedback about our LVHN team and the “excellent partnership” they’ve experienced throughout the years.

Partners in patient care

It's not every day that teams from LVHN partner with the community at such major events, but it is every day that you all partner with our patients in smaller, but no less significant ways! When I round, I notice interactions between nurses and patient care teams, and between nurses and patients. Your thoughtfulness in explaining “what's next,” or helping a patient and his or her family understand their care are the touchpoints that demonstrate active partnership. When you and colleagues learn of extraordinary circumstances that some patients face, I am awed by your collaboration to help them in any way possible.

You live the word “partnership.” Working together makes us stronger, so we can continue to be the

health care partner our patients deserve. I encourage you to seek out opportunities for partnership in all that you do. And when you see partnership in action, I invite you to comment on this post so we can celebrate together.

Thank you for all that you do to partner with our patients and their families every day. Your commitment to partnership makes me #LVHNProud!

Kim

P.S. Just a reminder, my email is open to you. Send ideas or questions to me at Marie.Jordan@lvhn.org.



Kim Jordan

About me: My name is Kim Jordan, DNP, RN, and I am Senior Vice President and Chief Nursing Officer at LVHN. I came to LVHN 15 years ago as director of the open-heart and transitional open-heart units. I consider it an honor and a privilege to lead our outstanding nursing colleagues.

Lynn's Turn: Happy Pride Month

BY LYNN TURNER · JUNE 17, 2019

LVHN is committed to advancing health equity for individuals in the LGBTQ community and creating an inclusive work environment for all staff. Our health network's LGBTQ Patient and Family Care Experience project team promotes high-quality LGBTQ health care through clinical excellence, community outreach, education, electronic medical record documentation and policy development. Colleagues on the team supported several initiatives this year including a three-part LGBTQ continuing education series (click [here](#) for information on the June 27 event), participation at Allentown's Pride in the Park celebration (see photo), pilot testing of patient sexual orientation and gender identity data collection and documentation within Epic, as well as adoption of gender transition guidelines for colleagues and managers. In these ways, team members demonstrate our PRIDE promise by helping to ensure our service demonstrates respect for everyone's sexual orientation and gender identity. I thank them. If you would like to learn more about this team, contact Dann Braid, Team Lead and Practice Director, LVPG Endocrinology, Helwig Health and Diabetes Center and Bariatric Medicine, or Judith Sabino, LVHN Chief Diversity, Equity and Inclusion Liaison.

Creating a welcoming and respectful environment for colleagues starts with providing the benefits you and your loved ones need to live well. To support all colleagues, LVHN provides benefits to

spouses of the same or opposite sex. Gendering affirming treatments and procedures also are part of



the LVHN Health Plan. This year, to support colleagues, the [bereavement policy was updated](#) to include a domestic (unmarried) partner as an immediate family member. Colleagues can take paid time off (PTO) for the death of a domestic partner's immediate or extended family.

Many thanks for all that you do to advance high quality care and respectful acknowledgement of everyone at LVHN. PRIDE is what makes LVHN a great place to work. I'm #LVHNProud to be part of an organization that treats all people the way they want to be treated. Happy Pride Month!



A handwritten signature in black ink that reads "Lynn Turner".

About me: My name is Lynn Turner, Senior Vice President and Chief Human Resources Officer. In this blog, I will write about the issues important to you, share information about our policies and how LVHN works to support you. In return, I hope you will feel comfortable asking questions and sharing your concerns.

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Service Star of the Month – June 2019

BY [PAULA RASICH](#) · JUNE 20, 2019

Anna Fernandez, Certified Nursing Assistant, LVH–17th Street

A patient diagnosed with stage 4 lung cancer was receiving inpatient hospice care to control his symptoms of terminal restlessness, anxiety and agitation. The family – which included the patient's wife, adult sons and daughter – never left their loved one's side in the days leading to his passing. During that time, they appreciated the care provided by Certified Nursing Assistant Anna Fernandez.

"Annie was an angel to our family," the patient's daughter says. "We all meet people who do their job well, but then there's that one special person who shows us all how it should be done." To provide comfort and support, Fernandez

spent time with the patient singing his favorite oldies, even though he was sedated and could barely respond. Fernandez remained pleasant, upbeat and happy around the family the entire time, providing a little levity and guidance in an otherwise sad and distressing situation. She gave the family what they needed most: A sense of relief, knowing their loved one was in good hands. "While watching the person we love pass away, there was nothing we could do but cry," the patient's daughter says. "Annie came in and folded his hands on his stomach, rubbed his face and spoke comforting words to him as he was taking his last breaths." It was what we as a family wanted to do, but were too distraught to carry out in that moment." This family remembers Fernandez as a true blessing for everything she did and recognizes her for fitting the definition of what it means to be "LVHN Proud."



Next Steps

Nominate a Service Star.

Congratulate these PRIDE Award recipients. The PRIDE Award is part of our expanded [Service Star Award program](#).

Mayra Elias, Office Coordinator, Burn Outpatient Program, LVH–Cedar Crest

Elias typically goes above and beyond her job title in service to colleagues and patients. Most recently, she investigated ways to get an insurance company to provide additional support to a 10-year-old burn survivor. Multiple barriers made it hard for the parents to get what they needed in an affordable way. But Elias dug up more resources from the insurance provider, enabling the parents to get much-needed care for their child.

Jessica Meier, Social Worker, and Ashley Georgevic, ALS Program Coordinator, LVPG Neurology

A patient diagnosed with ALS was very scared. Meier and Georgevic took it upon themselves to go to LVH–Muhlenberg and talk to the patient’s family about the diagnosis, hospice and LVHN’s ALS clinic. They also organized a birthday party for another patient with ALS who was in the hospital at the same time. Their can-do attitude is evident in all the extra things they do for our patients.

Sandra Gentile, RN, Cancer Center Infusion, LVH–Pocono

After leaving work, Gentile delivered a prescription to a pharmacy for a patient who needed medication for severe pain. As a result, the patient’s caregiver was able to pick the prescription up that evening on their way home from work and deliver the medication to the relieved patient.

Nicole Spess, Care Manager, Population Health, LVHN–One City Center

When Spess contacted a patient to complete a post-discharge phone call, she learned that the patient was having a difficult time understanding discharge instructions. Spess also discovered that the patient had no primary care physician and had been self-purchasing medication and self-prescribing doses. Without hesitation, she got this patient connected to services in our health network. As a result, his medical status improved dramatically.

Bernadetta McLaughlin, Nurse Aide, Adult Psychiatric Unit, LVH–Schuylkill

On a busy day, McLaughlin assisted a patient with bathing and dressing, and contributed to administrative duties, all while performing her job duties on the floor. McLaughlin juggled these tasks throughout the day with a pleasant, positive attitude to the amazement of her colleagues.

Financial Services Changes Position LVHN for Growth

BY [RICK MARTUSCELLI](#) · JUNE 21, 2019

This email is from Thomas Marchozzi, Executive Vice President and Chief Financial Officer.

Today's health care environment is fast-paced and ever-changing. Success is dependent upon an organization's ability to identify opportunities for growth, act swiftly and execute a strategic plan. To give Lehigh Valley Health Network (LVHN) the agility we need to succeed and grow in all the communities we serve, the following changes will be made within our financial services division effective July 1.

Addition of Regional Chief Financial Officers

LVHN will introduce two new Regional Chief Financial Officer positions. These colleagues will work closely with the presidents of our hospitals and LVPG. They will focus on growth opportunities, conduct detailed financial analysis associated with these opportunities, and work to bring strategic plans to fruition. One Regional CFO will focus on opportunities in the Lehigh Valley. The second Regional CFO will focus on opportunities in the Hazleton, Schuylkill and Pocono regions, as well as other areas our health network serves north of the Lehigh Valley.

Leigh Ehrlich will serve as our Regional CFO in the Lehigh Valley. Leigh has been with LVHN since 2015 as our Vice President of Budget and Financial Planning. She is a proven leader in operating and capital budgeting, long-range financial planning, driving improved operational performance, and financial management and analysis. Her experience and familiarity with our region and health network make her perfect for this role.

Kevin Smith will join LVHN as our Regional CFO in the Hazleton, Schuylkill and Pocono regions. Kevin comes to our health network from Universal Health Services (UHS) – a global hospital management company with more than 350 acute care hospitals, behavioral health facilities and ambulatory centers – where he was Chief Financial Officer for physician operations and a Regional Finance Director of the Acute Care Division. Kevin has extensive health care optimization experience and a strong track record for leading turnarounds and increasing earnings year over year.

New VP of Budget and Financial Planning



Gerald “Butch” Hertkorn Jr. will replace Leigh as our Vice President of Budget and Financial Planning. Butch joins us from UHS where he was Divisional Director of Acute Care. With more than 25 years of financial experience in health care systems, Butch has the experience to get the job done. At LVHN, he will facilitate our capital budget, review business plans for all major projects, and work closely with our presidents to conduct financial reviews and monitor performance against budget. In addition, the Financial Analysis department, which is led by Director David Freedman and greatly supports the work conducted by the Budget and Financial Planning team, will transition to fall under Butch’s leadership.

HIM Restructuring

To better align and enhance the overall operations of the revenue cycle at LVHN, the Health Information Management (HIM) department will transition to fall under the leadership of Stephen Molitoris, Vice President of Reimbursement and Revenue. Oversight of HIM was previously provided by Eric Mueller, Vice President of Medical Operation.

Please join me in congratulating current colleagues on their new roles and welcoming new colleagues as they join the LVHN team. With the skill, experience and acumen these financial experts bring to our team, LVHN is positioned well for future growth and success in all the communities we serve.

Pet Therapy Program Now Available at LVH–Hazleton

BY JANE DANISH · JUNE 17, 2019

LVH–Hazleton is happy to announce the start of its newest team. This team doesn't require much. A pat on the head, scratch behind the ears, water, food, a comfy place to lie down, and a lot of love is all that they need to make them happy.

Please welcome the Alliance of Therapy Dogs and their owners to the new Pet Therapy Program at LVH–Hazleton. Patients who receive visits from pet therapy dogs experience less stress and anxiety. They tend to feel calmer, happier and more relaxed, which leads to a better overall hospital experience.

The Alliance of Therapy Dogs will visit interested patients on the fourth, fifth, sixth and seventh floors of the hospital beginning on Monday, June 17. An exact schedule has not been set up yet, but we hope to see them walking the halls and visiting patients three times a week, and possibly weekends.

As volunteers, they and their owners will have specific volunteer attire and badges with their photos and names. They also need to adhere to specific rules from their organization (Alliance of Therapy Dogs) and LVHN. For example, they are not allowed to have treats while on duty, so please do not bring any in for them. They will be rewarded after their shift is over.

Following their patient visits, if they are not too tired, they may visit colleagues whose departments are on the hospital campus.

Team introductions

Vienna is a German shepherd who visits schools and hospitals, sometimes with her sister, **Gidget** (Yorkshire terrier). She loves to walk the Rails to Trails and run the agility course. She volunteers with



(L-r) Vienna and her owner Michele, Ruby and her owner Brenda, Niko and his owner Mary, Walter and his owner Kelly

her owner, Michele.

Ruby is a Red Fox Labrador Retriever who loves Knoebels Amusement Resort, going for walks with her furry friends and visiting patients. Her best friend is Niko, who you will be introduced to shortly. She volunteers with her owner, Brenda.

Van-M Sully's Mystical Flight on the Hudson (friends call him **Niko**) is a Rough Collie. Niko has a sister, Van-M Moondance Bright Star over Wicani (she prefers to be called **Remy**) who looks like a smaller version of himself. They love playing in the snow, going for walks with their friends and enjoy the doggy dive at Knoebels Amusement Resort. They volunteer with their owner, Mary.

Walter, or McGennis Make Your Dreams Come True, was named after Walt Disney. He is a Sheltie and has the bluest eyes. He may be smaller in size than his therapy compadres, but he can keep up with the big dogs just fine. Walter loves to make people happy and to cuddle. He volunteers with his owner, Kelly Carr, who is one of our LVHN colleagues at the Health & Wellness Center at Hazleton.

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'Walk with a Doctor' at Greater Hazleton Rails to Trails June 24

BY [JANE DANISH](#) · JUNE 19, 2019

The community is invited to join Ammar Abbasi, MD, LVPG Physiatry–Health & Wellness Center, on a beautiful summer walk on Monday, June 24, 5:30 p.m. at the Hazleton Rails to Trails. The walk is sponsored by the Greater Hazleton Area Civic Partnership in collaboration with Lehigh Valley Hospital–Hazleton.

Abbasi will begin with a five-minute presentation before the walk, stressing the importance and health benefits of regular walking and exercise. During the walk, which will be at a slow pace, Abbasi will answer your health-related questions along the way. The walk is an approximate total of two miles. There is an option for participants to walk a shorter distance. Only in the event of inclement weather will the walk be cancelled.



Please invite your family and friends to join us for a fun-filled hour of camaraderie. Get to know new people, get in your daily exercise, and have your health-related questions answered.

Return to Roots

BY [RICHARD LALIBERTE](#) · JUNE 20, 2019

In some ways, Steven Lewis, MD, had come full circle as he stepped to the podium at the 2019 American Academy of Neurology (AAN) annual meeting in Philadelphia.

The AAN was honoring Lewis – who had recently accepted his position as Chief of Lehigh Valley Health Network's (LVHN) Division of Neurology – with its nationally prestigious A.B. Baker Award for Lifetime Achievement in Neurologic Education. It is awarded to only one neurologist in the country annually. Lewis had spent most of his career at Rush University Medical Center in Chicago. In his keynote address, however, Lewis harkened back to an early LVHN-related influence.



Lewis asked his colleague audience how many of them knew the slender book *Neurology for the House Officer*. “A lot of people from my era raised their hands,” Lewis says. “This incredible pocket book – part of a series by a major medical publisher – taught many neurologists the essentials of their specialty and helped shape my approach to thinking about neurology problems as well as how to teach others.” The book’s co-author: Lawrence P. Levitt, MD, the first Chief of Neurology for what became LVHN.

“From the time I was in training, I knew Allentown had someone who clearly was a great neurologist and great teacher,” Lewis says. “Thirty years later, I got to meet him in his retirement and receive some mentorship as I followed in his footsteps.”

While Levitt’s work inspired Lewis, experience guided Lewis’s development as a clinician educator. “To be honest, early in my career I was not a very good teacher,” Lewis says.

But he was driven to improve, especially after becoming Rush’s Program Director of Neurology Residency Training. “In that position you have to be an outstanding neurology educator or you will fail generations of neurology residents,” Lewis says. “I really grew in that job. Education has been a major

part of my career.”

Lewis served as Associate Chair of the Department of Neurological Sciences and head of the Section of General Neurology at Rush. He’s also shaped neurology standards nationally and worldwide as Past Chair of the Residency Review Committee of the Accreditation Council for Medical Education, a Director of the American Board of Psychiatry and Neurology, a current elected Trustee of the World Federation of Neurology and Chair of their Education Committee, Editor-in-chief of the journal *Continuum: Lifelong Learning in Neurology*, and a writer or editor of several medical textbooks.

“The patient comes first over education,” Lewis says. “It may sound obvious, but some people try to separate education and clinical care. Outstanding care *is* outstanding neurology education.”

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Tiffany Epting is DAISY Nurse Leader Award Recipient

BY [KIRSTIN REED](#) · JUNE 21, 2019

Nurse leaders shoulder the responsibility of creating an environment for their staff to succeed. They work under pressure to model caring behaviors and make an impact on patient care through outstanding leadership.

Tiffany Epting, MSN, was honored with a DAISY Nurse Leader Award at the 2019 Medallion Lecture. Epting serves as the Director of Professional Development, Department of Education, and has worked on integrating programs in LVH–Schuylkill, LVH–Pocono and LVH–Hazelton, including:

- Nursing internships
- Nurse residency program and preceptor courses
- Standardized practices for all professional development teams



Tiffany Epting, MSN, received the DAISY Nurse Leader Award at the Medallion Lecture in May 2019.

Epting managed the Nurse Residency Program accreditation process. The Nurse Residency Program [achieved accreditation with distinction by the American Nurses Credentialing Center](#) in December 2018, the first program to achieve this honor in Pennsylvania. Epting contributes to the success of each new registered nurse who completes the program by working as a facilitator to support students' transition into nursing practice.

By building relationships of trust, mutual respect and mutual benefit, Epting led her team through the process of accreditation. Epting's leadership shines through her interactions with colleagues and nurse residents alike, as she offers compassion and attentiveness to those who seek advice.

The Nurse Leader award is given twice a year at LVHN, once in the spring at our annual Medallion Lecture and again in the fall at our annual Nursing Research Day reception.

LVH–Pocono Announces Re-opening of Monroe County Hospice House

BY [HOLLY YACYNYPCH](#) · JUNE 20, 2019

LVH–Pocono, representatives of the Monroe County Hospice House Advisory Committee and invited guests cut the ribbon officially re-opening the Monroe County Hospice House pending final state regulatory approvals. The Pennsylvania Department of Health (DOH) will be surveying the facility for approval of occupancy. This process must occur before Monroe County Hospice House can accept patients.

“We have been able to come together with the community and form a partnership to keep the Monroe County Hospice House open for years to come,” says Elizabeth Wise, President, LVH –Pocono. “It’s more than a facility – it’s a home and one that we will continue to use to provide end-of-life comfort and care right here in the heart of the Poconos.”

George McCracken, Administrator, Lehigh Valley Health Network (LVHN) Home Health Services, told those gathered for the announcement that the rooms are fully equipped with new beds in each of the six private bedrooms. Each room has a private bathroom and a view of a garden patio. “Our goal is to provide a tranquil and relaxing environment for you and your loved one,” McCracken says. “Our clinical staff is made up of some of the most compassionate and seasoned nurses, volunteers, chaplains, aides, and physicians, all of whom have considerable experience with end-of-life care to provide peace, comfort, courage and dignity on life’s final passage.”

An open house for the community is scheduled for Thursday, June 20, at 5 p.m. at the Monroe County Hospice House. Guests are asked to park at the LVH–Pocono employee parking deck, 281 E. Brown St. Shuttle service will be available.



BY [MARCIANN ALBERT](#) · JUNE 19, 2019

- Please note that all sites will register as 'attending' at LVH–Cedar Crest. This meeting will also be recorded. Questions regarding the PB and PSR User Groups can be directed to Lynne_A.Reph@lvhn.org.